



Child &
Adolescent
Mental
Health
Division

Provider Portal Account Registration



State of Hawaii, Department of Health
Child and Adolescent Mental Health Division
9/11/2020

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Provider Portal User Instructions

Logging In to the Provider Portal for the First Time

Due to the confidential data submitted online, CAMHD requires all rendering providers to submit the following information in advance to create a user's Provider Portal account:

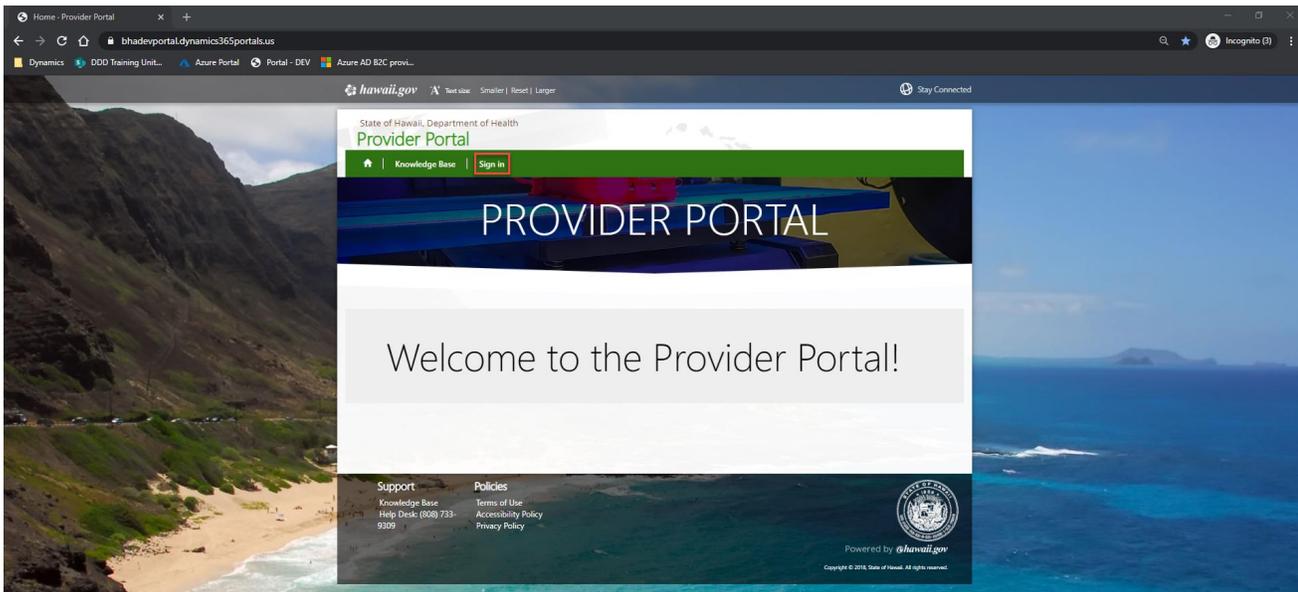
- First Name
- Last Name
- Employer-associated Email Address

When logging in to the Provider Portal (<https://bhaproduct.dynamics365portals.us>) for the first time, your identity will be confirmed via Email Address.

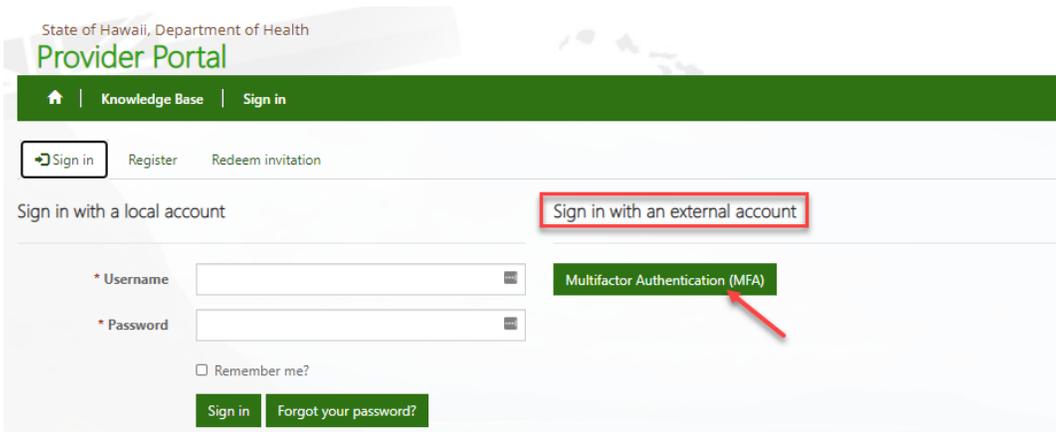
NOTE In order to complete account registration, your **Employer-associated Email mailbox** and **Cell Phone** need to both be immediately accessible.



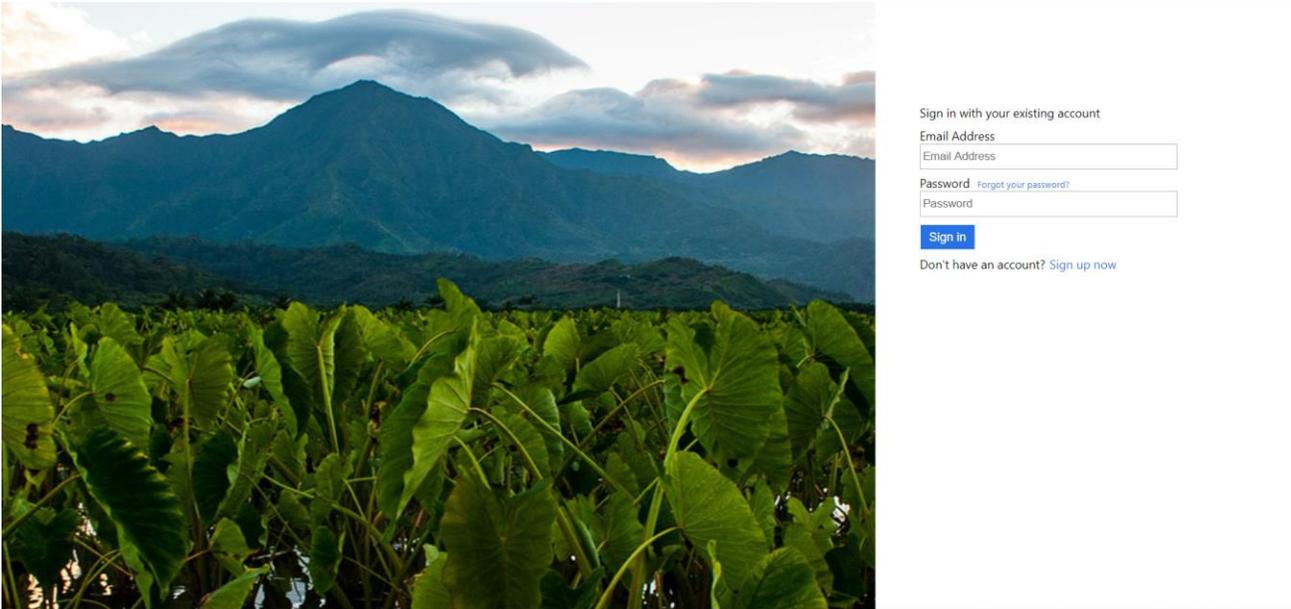
In the browser, go to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and click on **Sign in**.



Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.



You will be taken to the Portal Registration website.



Click on **Sign up now**.

Sign in with your existing account

Email Address

Email Address

Password [Forgot your password?](#)

Password

Sign in

Don't have an account? [Sign up now](#)

Enter in your **Employer-associated Email Address** (that was submitted previously to CAMHD), then click **Send verification code**.

Email Address

Email Address

Send verification code

New Password

New Password

Confirm New Password

Confirm New Password

First Name

First Name

Last Name

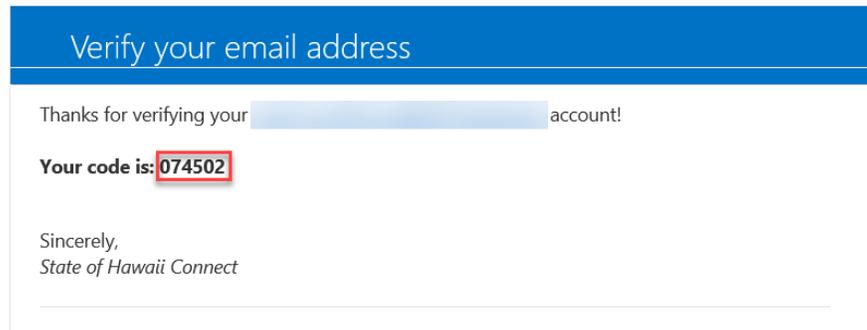
Last Name

Create

Cancel

You will be sent a verification code to the Employer-associated Email Address you provided in the previous screen. Check your Inbox (or Spam) for an email from **Microsoft on behalf of State of Hawaii Connect** with the subject line, **State of Hawaii Connect account email verification code**.

From: Microsoft on behalf of State of Hawaii Connect <msonlineserviceteam@microsoftonline.com>
Subject: State of Hawaii Connect account email verification code



NOTE The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



If the code is expired, you will receive an error. To receive a new code, click on **Send a new code**.

That code is expired. Please request a new code.

Email Address
[Redacted]

Verification code
675321

Verify code Send new code

Using the numerical code from the email you received, enter it into the **Verification code** box, then click **Verify code**. In the example below, the code from the email was 074502.

Email Address
[Redacted]

Verification code
074502

Verify code Send new code

New Password
New Password

Confirm New Password
Confirm New Password

First Name
First Name

Last Name
Last Name

Create Cancel

After clicking on Verify code, the screen will change to the one displayed below. Enter in a **New Password** and enter it again to **Confirm New Password**.

Email Address

[Change e-mail](#)

New Password

Confirm New Password

First Name

Last Name

[Create](#) [Cancel](#)

NOTE The password must be between 8 and 64 characters.
The password must have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

Enter in your **First Name** and **Last Name**. It needs to match EXACTLY what has been submitted to CAMHD. Click on **Create**.

Email Address

[Change e-mail](#)

New Password

Confirm New Password

First Name

Last Name

[Create](#) [Cancel](#)

Enter in the **Phone Number** in the format of **###-###-####**, then click **Send Code**. Please note that the Phone Number needs to be associated to a mobile phone that you have in hand and has the capability to receive text messages.

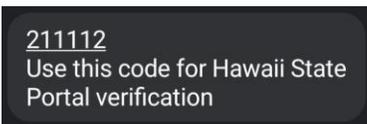
Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code
United States (+1) ▼

Phone Number
Phone number

Send Code Call Me Cancel

You will receive a text message like below momentarily. In this example, 211112 is the verification code.



Enter in the **verification code** you received in the text message, then click **Verify Code**.

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808

Enter your verification code below, or [send a new code](#)

211112

Verify Code Cancel

NOTE The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



If the code is expired, you will receive an error. To receive a new code, click on **send a new code**.

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808-

Enter your verification code below, or [send a new code](#)

The verification code you have entered does not match our records. Please try again, or request a new code.

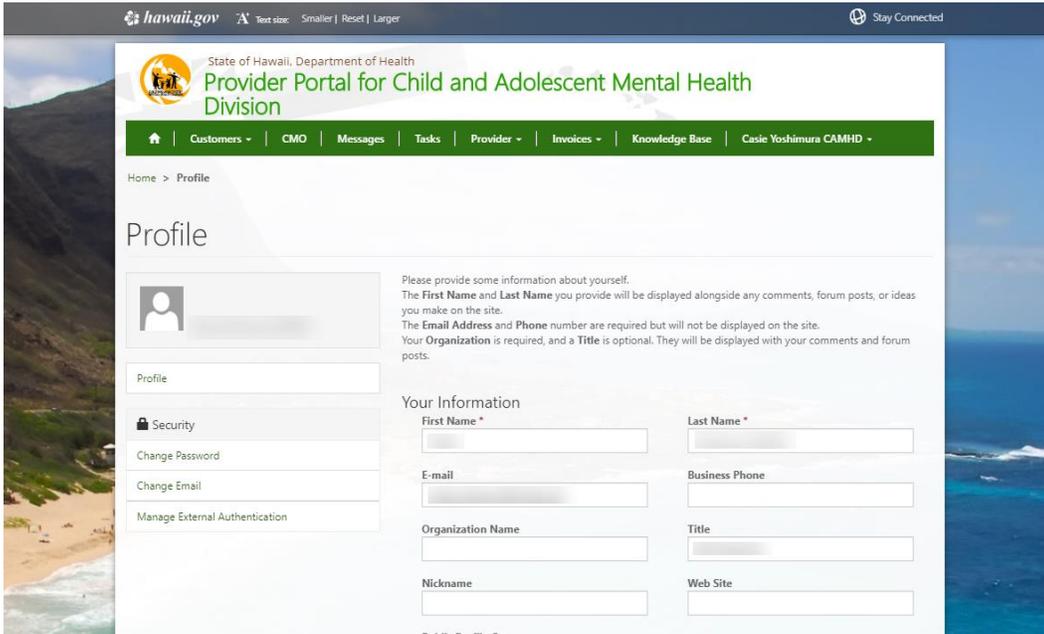
Cancel

The page will automatically log you in to the Provider Portal. Your session will be active for 24 hours, so you may not be required to log back in during that time.

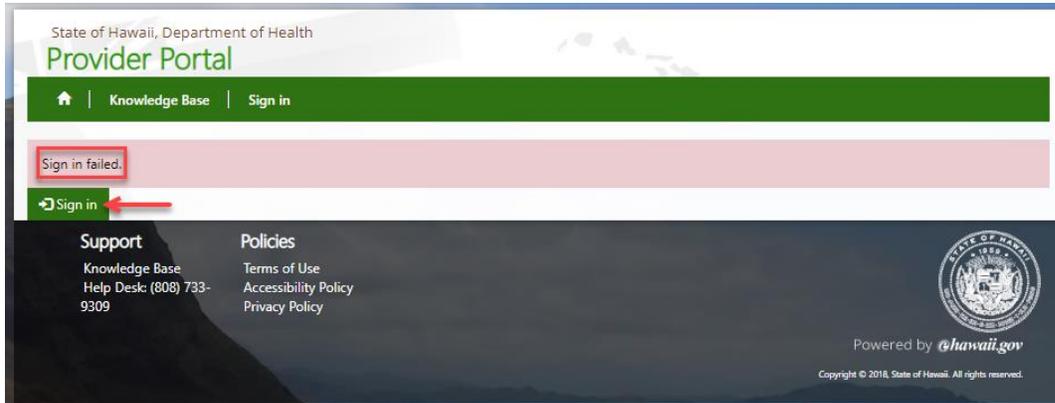
IMPORTANT!



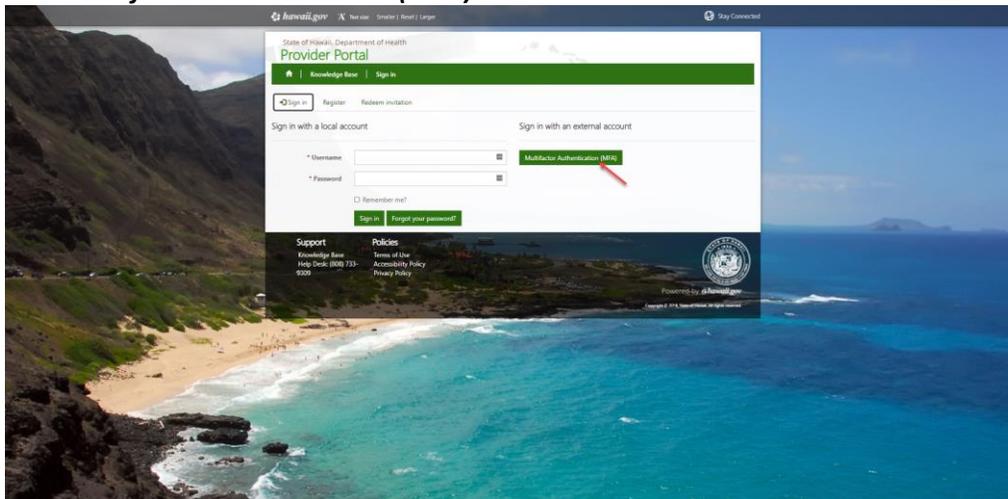
If your computer is accessible by anyone else, please remember to **CLOSE YOUR BROWSER** if you step away or are done with your work in the Provider Portal. This will end your session and will require an email and password to log back in. Failure to comply may lead to HIPAA violations.



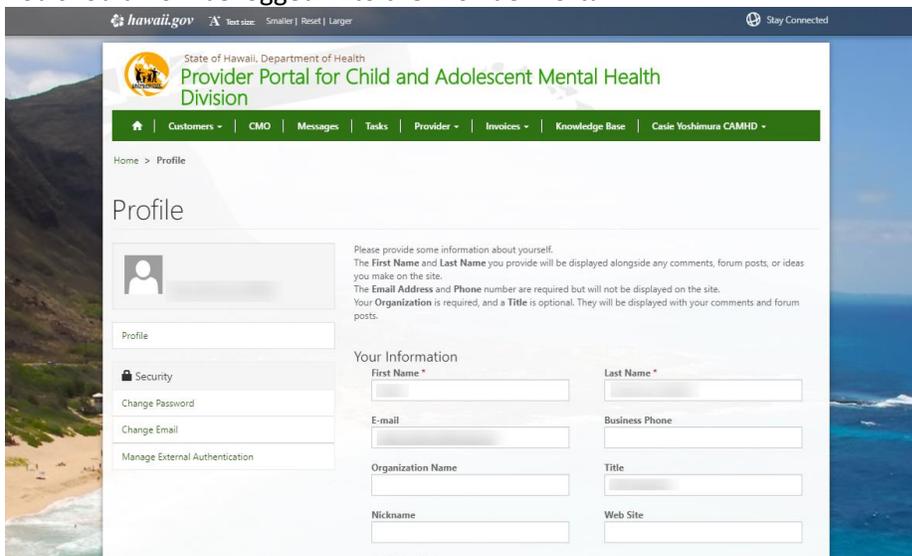
NOTE If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please ***disregard this message***, and click on ***Sign in***.



Click ***Multifactor Authentication (MFA)***.

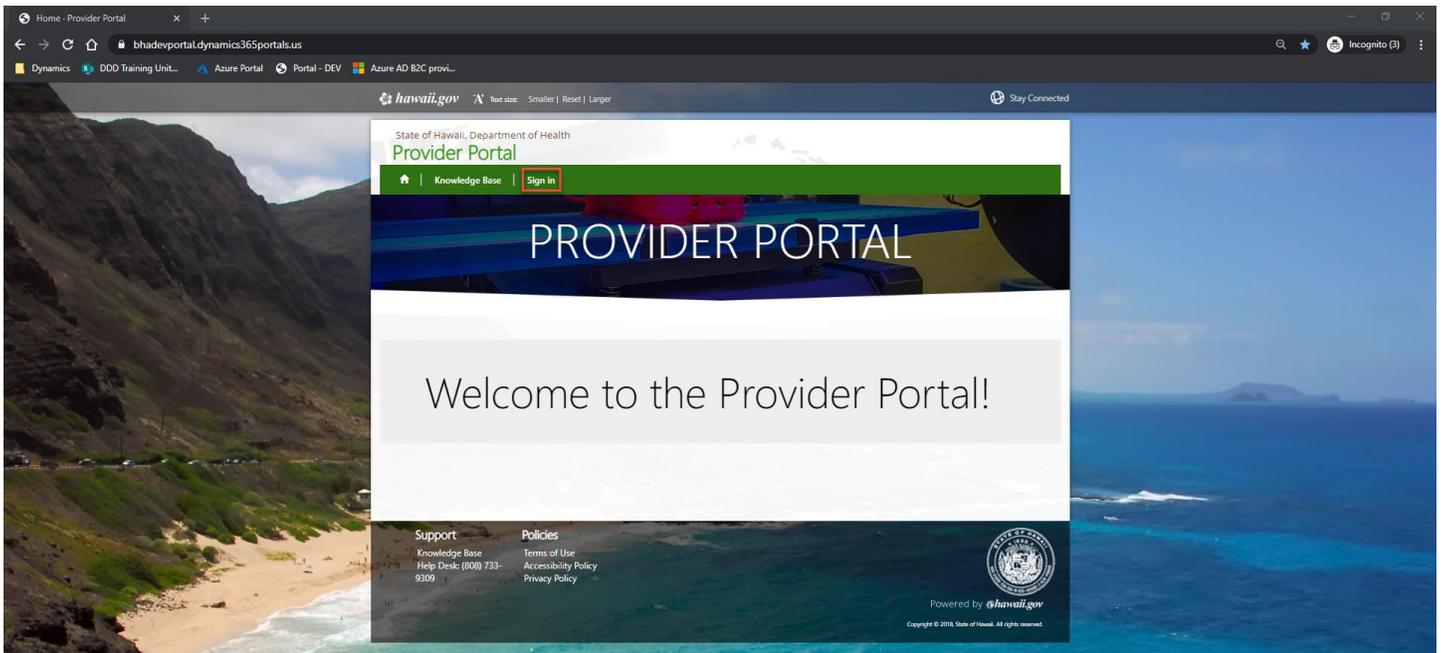


You should now be logged in to the Provider Portal.

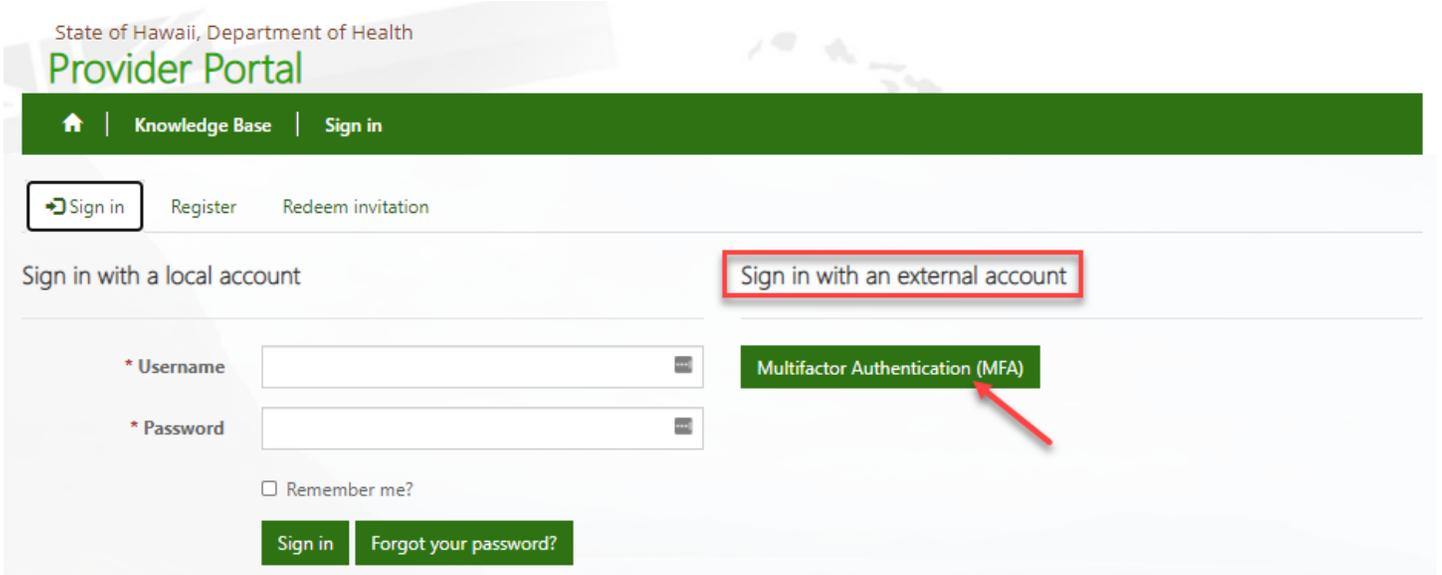


Logging In to the Provider Portal

After you register your Provider Portal account, you will be able to log in regularly by going to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and clicking on **Sign in**.



If you are not automatically logged into the Provider Portal, you will be directed to this page. Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.



Enter in your **Employer-associated Email Address** and **Password**, then click **Sign in**.

Sign in with your existing account

Email Address

Password [Forgot your password?](#)

[Sign in](#) ←

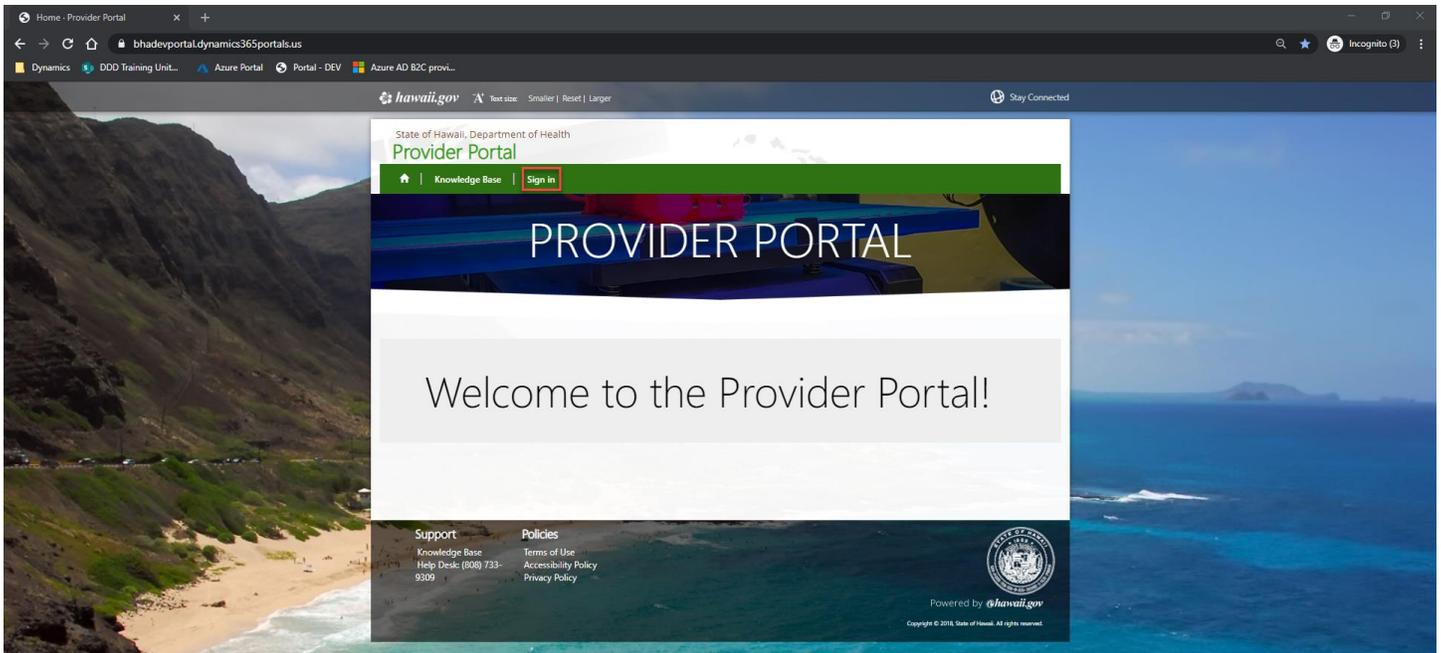
Don't have an account? [Sign up now](#)

You are now logged into the Provider Portal, and your Profile page will be displayed.

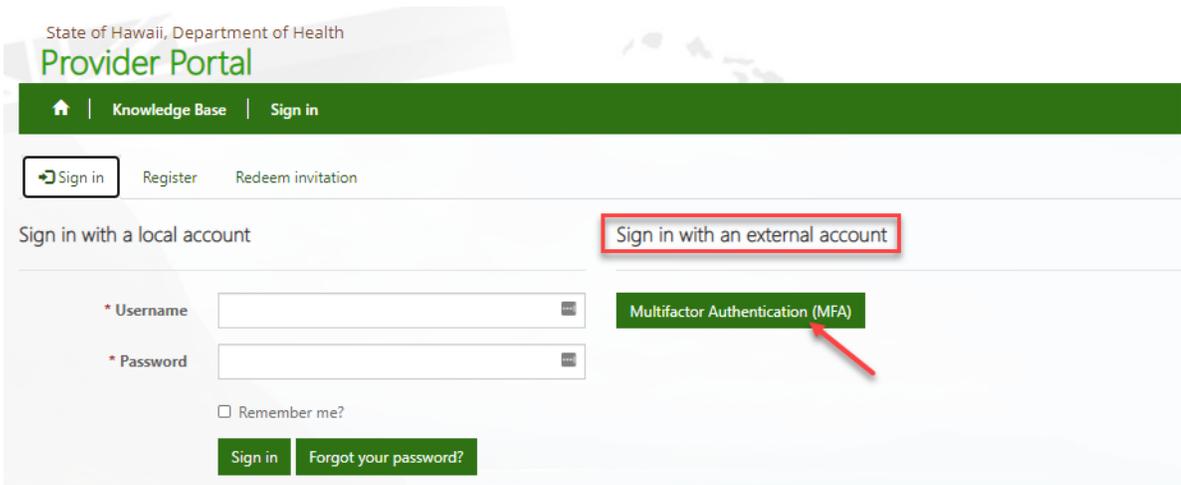
The screenshot shows the 'Profile' page of the 'State of Hawaii, Department of Health Provider Portal for Child and Adolescent Mental Health Division'. The page features a navigation menu with options like 'Customers', 'CMO', 'Messages', 'Tasks', 'Provider', 'Invoices', 'Knowledge Base', and 'Casie Yoshimura CAMHD'. The main content area includes a profile picture placeholder, a 'Your Information' section with fields for First Name, Last Name, E-mail, Business Phone, Organization Name, Title, Nickname, and Web Site, and a sidebar with links for 'Profile', 'Security', 'Change Password', 'Change Email', and 'Manage External Authentication'. A disclaimer states that First Name and Last Name will be displayed with comments, while Email Address and Phone number are required but not displayed on the site.

Resetting Your Password

If you forgot your password, go to the **Provider Portal** (<https://bhaproduct.dynamics365portals.us>), and click on **Sign in**.



Under the **Sign in with an external account** section, click on **Multifactor Authentication (MFA)**.



Click on ***Forgot your password?***

Sign in with your existing account

Email Address

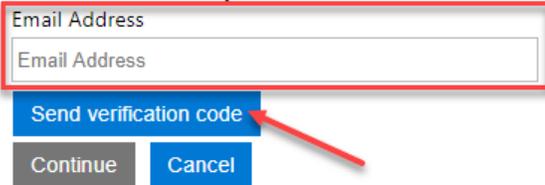
Password [Forgot your password?](#)

[Sign in](#)

Don't have an account? [Sign up now](#)

Enter in the **Email Address** your Portal account is registered under, then click **Send verification code**.

Verification is necessary. Please click Send button.

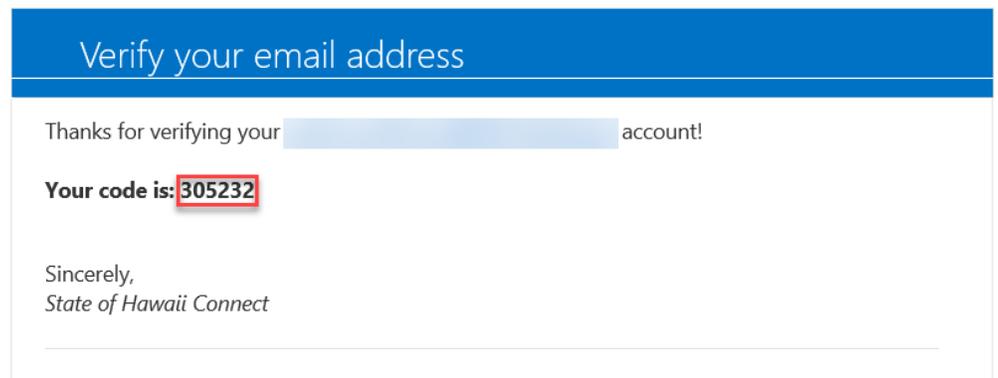


The screenshot shows a form with an "Email Address" label and a text input field containing "Email Address". Below the input field are three buttons: "Send verification code" (highlighted with a red box and a red arrow pointing to it), "Continue" (disabled), and "Cancel".

You will be sent a verification code to the Email Address you provided in the previous screen. Check your Inbox (or Spam) for an email from **Microsoft on behalf of State of Hawaii Connect** with the subject line, **State of Hawaii Connect account email verification code**.

From: Microsoft on behalf of State of Hawaii Connect <msonlineserviceteam@microsoftonline.com>

Subject: State of Hawaii Connect account email verification code



Using the numerical code from the email you received, enter it into the **Verification code** box, then click **Verify code**. In this example, the code from the email was 305232.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code

305232

Verify code

Send new code

Continue

Cancel

Click on **Continue**.

E-mail address verified. You can now continue.

Email Address

Change e-mail

Continue

Cancel

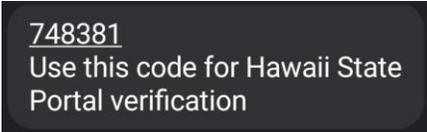
After verifying the last four digits of your mobile phone number, click on **Send Code**.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number - XXX-XXX- [REDACTED]



You will receive a text message like below momentarily. In this example, 347251 is the verification code.

 748381
Use this code for Hawaii State Portal verification

Enter in the **verification code** you received in the text message.

We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

Phone Number - XXX-XXX- [REDACTED]

Enter your verification code below, or [send a new code](#)

NOTE The Verification Code is only active for ten minutes, so the above steps must be done in succession immediately.



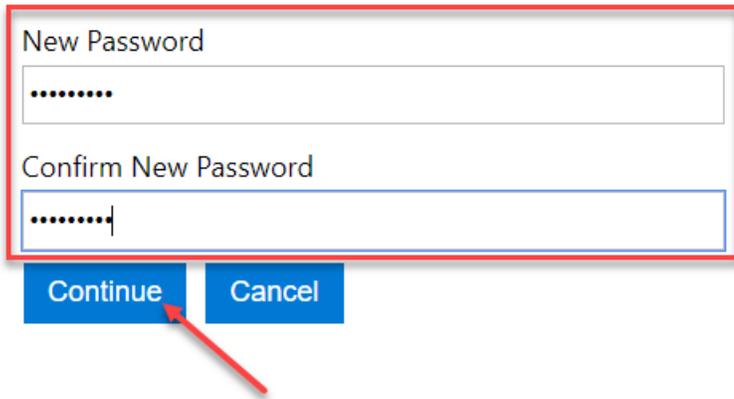
If the code is expired, you will receive an error. To receive a new code, click on **send a new code**.

Enter a number below that we can send a code via SMS or phone to authenticate you.

+1808- [REDACTED]

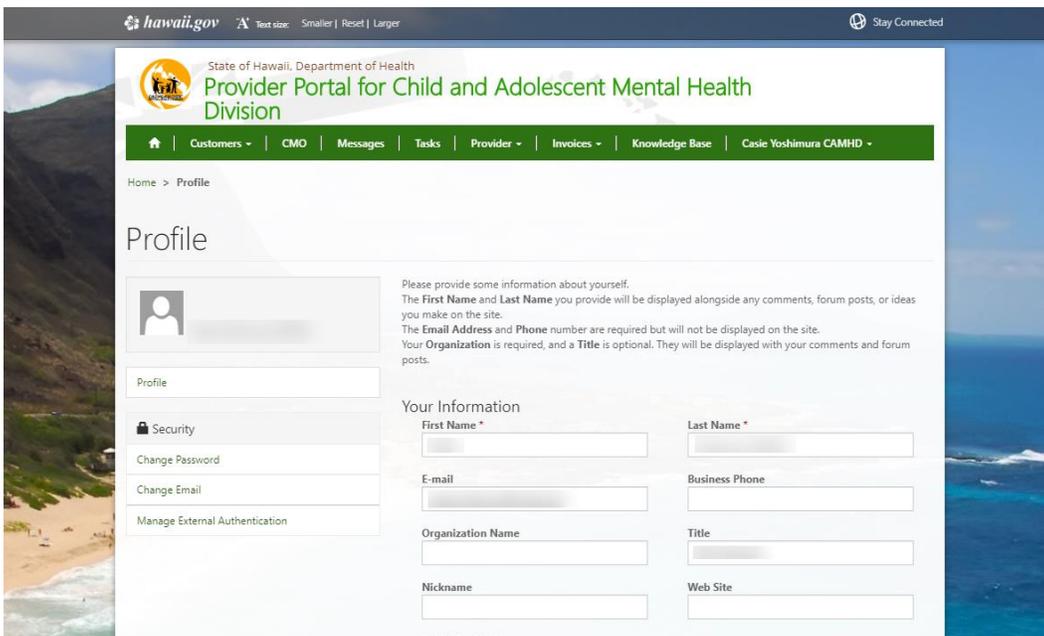
Enter your verification code below, or [send a new code](#)
The verification code you have entered does not match our records. Please try again, or request a new code.

Enter in a **New Password**, and retype to **Confirm New Password**, then click **Continue**.



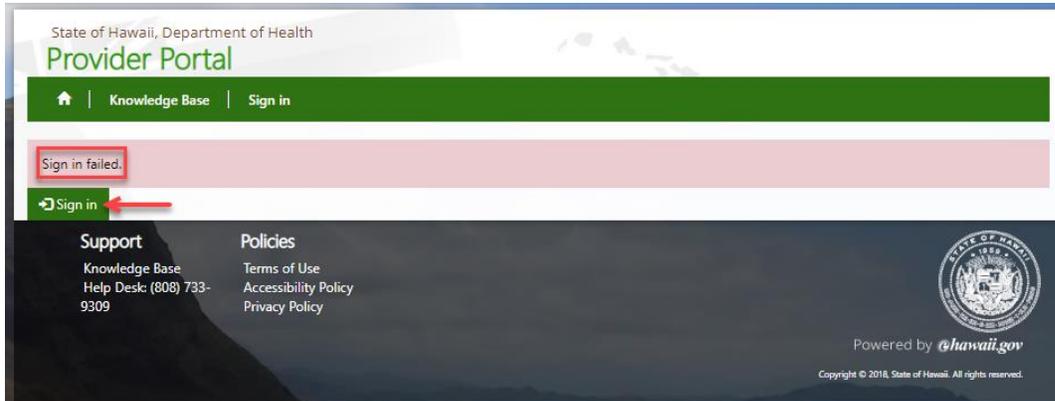
The image shows a web form for creating a new password. It consists of two text input fields. The first field is labeled "New Password" and contains seven dots. The second field is labeled "Confirm New Password" and contains seven dots followed by a vertical cursor. Below the fields are two blue buttons: "Continue" and "Cancel". A red arrow points from the "Continue" button towards the bottom right of the page.

You will be logged in to the Provider Portal.

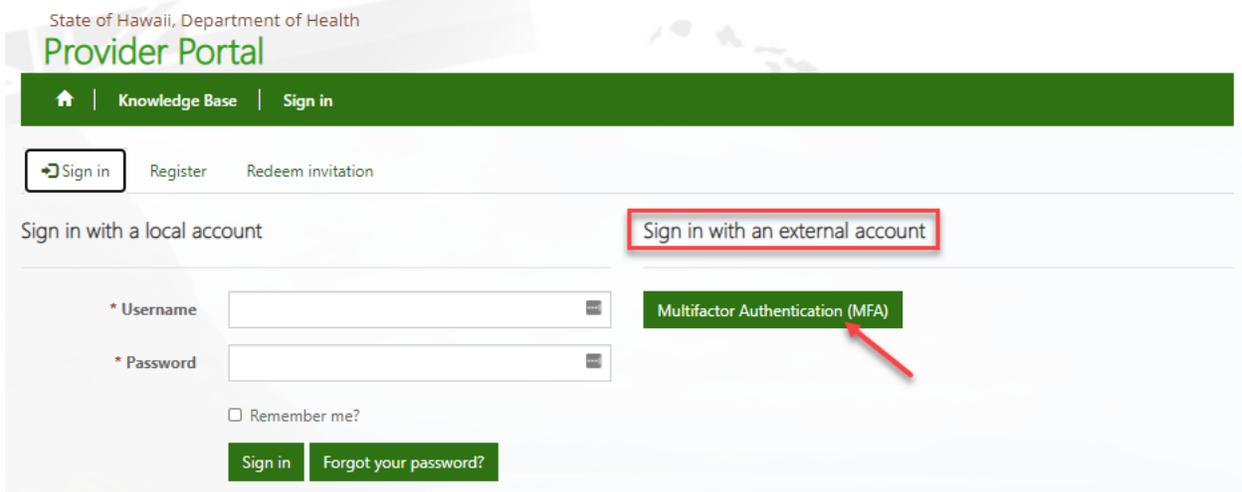


The screenshot displays the "Provider Portal for Child and Adolescent Mental Health Division" on the hawaii.gov website. The page header includes the state logo, navigation links (Home, Customers, CMO, Messages, Tasks, Provider, Invoices, Knowledge Base, Casie Yoshimura CAMHD), and a "Stay Connected" link. The main content area is titled "Profile" and features a sidebar with options like "Profile", "Security", "Change Password", "Change Email", and "Manage External Authentication". The main section, "Your Information", contains a form with fields for First Name, Last Name, E-mail, Business Phone, Organization Name, Title, Nickname, and Web Site. A note explains that First Name and Last Name are required for public display, while Email Address and Phone are required but not displayed. Organization and Title are optional for public display.

NOTE If for some reason, instead of being automatically logged in to the Provider Portal, you are redirected to a **Sign in failed** message, please ***disregard this message***, and click on ***Sign in***.



Click ***Multifactor Authentication (MFA)***.



Enter in your ***Email Address*** and newly reset ***Password***, then click ***Sign in***.

Sign in with your existing account

Email Address
Email Address

Password [Forgot your password?](#)
Password

Sign in

Don't have an account? [Sign up now](#)

You should now be logged in to the Provider Portal.